

GDPR Compliance - General Data Protection Regulation

Osteopathic Clinic Statement

Law from 25 May 2018

Osteopathic Clinic at 31 The Tything, Worcester, WR1 1JL is pleased to provide the following information regarding your personal data:

At Osteopathic Clinic we diagnose and treat health conditions in accordance with the Institute of Osteopathy patient charter: <http://www.iosteopathy.org/osteopathy/the-patient-charter/>

- . In sharing your personal data with Osteopathic Clinic you will be consenting to us obtaining and logging said data - that is, your contact information, details of your medical history - but only that which is relevant and necessary for treatment, and details of any medication you are taking; and to Osteopathic Clinic maintaining these records and those pertaining to your osteopathic treatment.

By agreeing to this privacy notice you are consenting to Kenneth A Brooks BSc (Hons) Osteopathic Medicine, ND DO (Registered Osteopath), Proprietor and Osteopath at Osteopathic Clinic, Worcester, processing your personal data. You are also consenting to Jackie Brooks, Clinic Manager / Receptionist processing your personal data that is: name, address, telephone number, date of birth, occupation and GP or GP Surgery, *only*. Details of your medical history will not be known / disclosed to the Manager / Receptionist.

Please note:

- . *You have the option of consenting to a locum attending clinic (when Mr Brooks is not available either through illness or when on holiday) also processing your personal data. A locum will be sourced through the Institute of Osteopathy and therefore fully trained and fully qualified. There MAY be a temporary receptionist on duty with a locum for the duration the locum is attending clinic who will ONLY have access to your name and contact details.*
- . Your file, consisting of the aforementioned information, will be secure at all times – ONLY osteopath Kenneth Brooks (or a locum) or Jackie Brooks (or a temporary receptionist who MAY be in attendance) will have access to your files. These files will be securely stored in a cabinet which will be kept locked at all times - except when records are taken out by the receptionist for the osteopath in relation to your treatment. No one else will have access to this data (except a locum, or a temporary receptionist as aforementioned).
- . We do not store your files on a computer system we only have hard files stored – only your first initial and surname appears on invoices / receipts which are processed on computer and password protected.
- . Your data will not be shared with outside parties - unless it is felt it may be relevant or beneficial to your treatment, eg: conferring with another practitioner or forwarding information (not your actual file) when booking an MRI - where basic medical history, osteopathic treatment and contact details will be required. * Note: the outside party will contact you to arrange your scan.
- . It is possible that on occasion contact details such as telephone numbers, email address – (if you have contacted us via our website) may be used to contact you regarding amending appointments, and appointment reminders if you have requested one. Address details will only be used to provide reports or information concerning your treatment if you have requested them to be sent to your home address, otherwise you will need to collect in person.

- . Osteopathic Clinic kindly ask you to inform them of any changes in circumstances – such as a house move or a new telephone number to enable us to keep your details relevant and up to date.
- . *Osteopathic Clinic only collects your information to PROVIDE YOU WITH TREATMENT – WE DO NOT BROKER OR SELL YOUR DATA.*
- . The legal basis for processing personal data is to meet our contractual obligations obtained from Patient Consent. The legitimate interest pursued by Osteopathic Clinic is to promote treatment for patients with varying health problems which may benefit from osteopathic treatment and care.
- . We will not disclose your personal information unless compelled to – in order to meet legal obligations, regulations or valid governmental or law enforcement requests.
- . Please note, Osteopathic Clinic will store your data for eight (8) years; therefore, should you make an appointment for treatment after a period of eight (8) years you will attend as a new patient. Records concerning minors will be retained until the patient reaches the age of twenty five (25).
- . At any time you have the right to:

***Access** – to request a copy of your records*

***Rectification** – to correct information that is inaccurate or incomplete*

***Portability** – to have records transferred to another organisation*

***To be forgotten** – in certain circumstances you can ask for information we hold to be erased from our records*

IF your request under rights of access is denied we will give a reason why, you do have the right to legally challenge this.

Should you wish to make a complaint about how your data is being stored or processed you have the right to complain to us.

During your initial appointment the Osteopath or Receptionist will ask you to sign and date your consent on your file to state that you have read and understood this GDPR Statement and that you consent to us obtaining and keeping your records and details, as stated / or if you wish to, that you consent to a locum obtaining your data as a new patient or in having access to your present file. If you do not wish to consent to a locum you are stating you prefer to wait for Mr Brooks to return to clinic.

Thank you.